

USER GUIDE

—

RESIDENTIAL TELEPHONE SERVICE

RESIDENTIAL TELEPHONE SERVICE



WELCOME TO THE WORLD OF VIDEOTRON'S RESIDENTIAL TELEPHONE SERVICE

Thank you for choosing Videotron as your residential telephone service provider. You've made the right choice because you'll enjoy a one-stop solution for all your communication needs. Whether it's basic local service, optional features like Call Display or even long-distance services, Videotron gives you access to a wide range of features tailored to your needs.

HOW TO REACH US

CUSTOMER SERVICE

Montréal514-281-1711
Québec418-847-4410
Saguenay418-545-1114
Outaouais819-771-7715
Toll free 1-888-433-6876
or 1-88-VIDEOTRON

BUSINESS HOURS

Monday to Friday, 7:30 a.m. to 10:00 p.m.
Saturday, 8 a.m. to 8 p.m.
Sunday, 9 a.m. to 8 p.m.

TECHNICAL SUPPORT

Montréal514-841-2611
Québec418-842-2611
Saguenay418-543-4611
Outaouais819-771-2611
Toll free 1-877-380-2611

BUSINESS HOURS

24 hours a day
7 days a week

CONTENTS

1 OUR OPTIONAL FEATURES	4
1.1 Summary Table of Optional Features	4
1.2 Description of Optional Features	5
1.2.1 Voicemail	5
A. Overview of Voicemail	5
B. Feature Initialization	6
C. Customizing Your Voicemail	7
D. Accessing Your Voicemail	8
E. Voicemails by Email	8
F. Remote Access Numbers	9
1.2.2 Voicemail Plus	10
A. Call Screening	10
B. Sending Messages to a List of Contacts	10
C. Accessing Voicemail Plus	10
1.2.3 Call Display	10
1.2.4 TV Caller ID	11
1.2.5 Call Waiting	11
1.2.6 Visual Call Waiting	12
1.2.7 Call Forwarding (*72)	13
1.2.8 Three-Way Calling (*71)	14
1.2.9 Personalized Ringtone	14
1.2.10 Last Call Return (*69)	15
1.2.11 Busy Call Return (*66)	16
1.2.12 Call Screen	16
1.2.13 Privacy	16
2 OUR LONG-DISTANCE SERVICES	17
2.1 Long-Distance Services	17
2.2 Overseas Calls	17
2.3 Calling Card	18
3 PRIVACY MANAGEMENT	19
3.1 Directory Listing	19
3.2 Permanent Caller ID Block	19
3.3 Call Display Blocking (*67)	20
3.4 Call Trace (*57)	20
4 OUR ASSISTANCE SERVICES	21
4.1 Emergency Services (911)	21
4.2 Directory Assistance (411)	21
4.3 Operator Assistance (0)	21
4.4 Relay Service for the Hearing- or Speech- Impaired (711)	
A. By telephone (711)	22
B. Online	22
5 INSTALLATION AND CAUTION	23
5.1 Maintenance Plan	23
5.2 Caution - Alarm System	23
6 MULTIFUNCTION CABLE MODEM	24
6.1 General Description	24
6.2 Front Panel	24
6.3 Rear Panel	25
6.4 Power Outage	25
7 TROUBLESHOOTING	26

1 OUR OPTIONAL FEATURES

1.1 SUMMARY TABLE OF OPTIONAL FEATURES

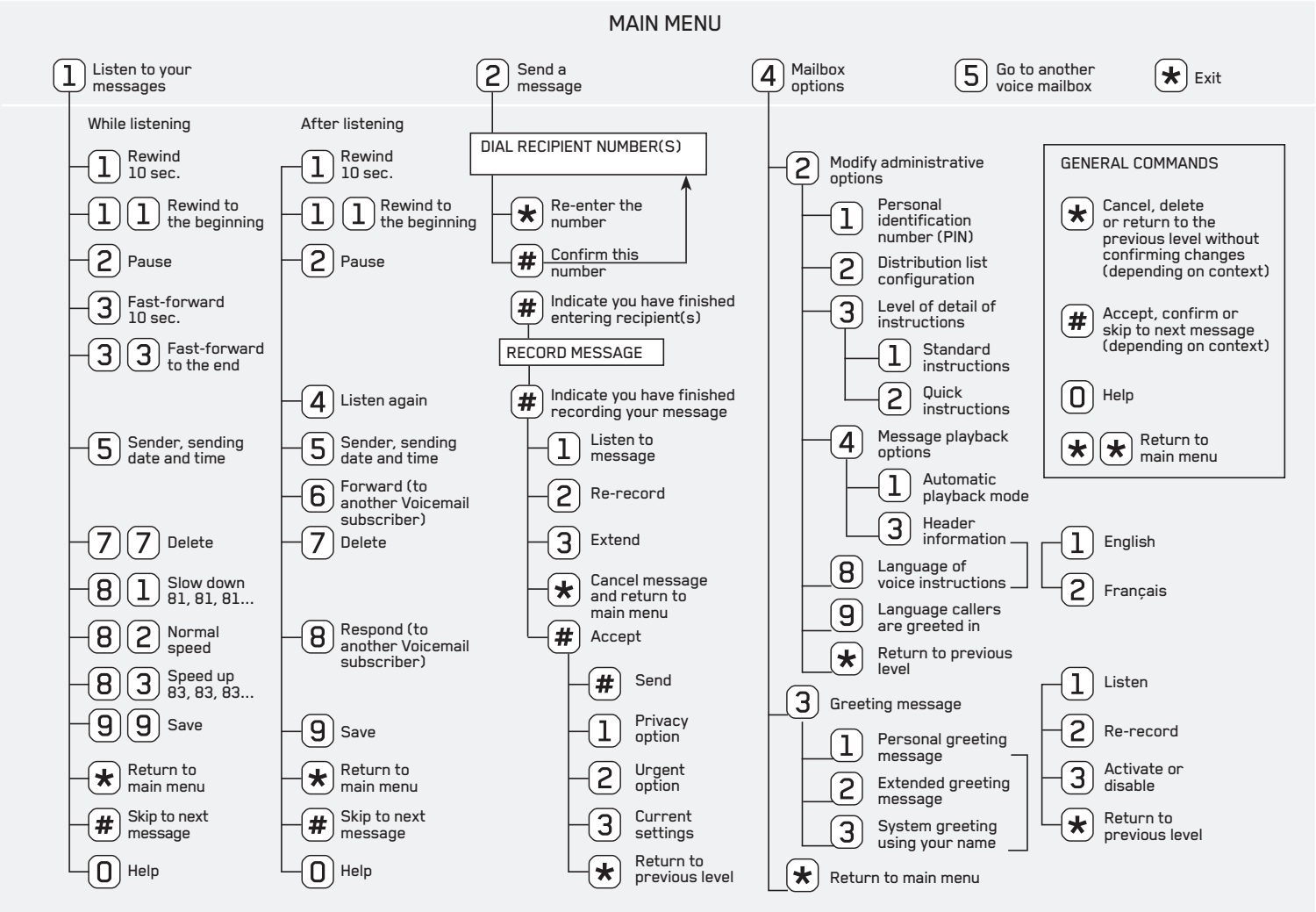
Optional features	To activate	To disable	Comments
Voicemail (p.5) <ul style="list-style-type: none">• When unable to take a call• When on the phone	* 9 8 or online * 9 2 * 9 0	- * 9 3 * 9 1	As part of a package or as an option on a monthly basis.
Voicemails by Email (p.8)	online	-	As part of a package or as an option on a monthly basis.
Call Display (p.10)	-	-	As part of a package or as an option on a monthly basis.
Call Display Blocking (p.20)	* 6 7	-	This service is free.
Call Waiting (p.11)	online	* 7 0	As part of a package or as an option on a monthly basis.
Visual Call Waiting (p.12)	-	-	Free if subscribed to Call Display and Call Waiting.
Call Forwarding (p.13)	* 7 2 or online	* 7 3	As part of a package or as an option on a monthly basis.
Last Call Return (p.15)	* 6 9	* 8 9	On a monthly basis or billed on a per-use basis.
Busy Call Return (p.16)	* 6 6	* 8 6	On a monthly basis or billed on a per-use basis.
Three-Way Calling (p.14)	* 7 1	-	As part of a package or as an option on a monthly basis or billed on a per-use basis.
Call Trace (p.20)	* 5 7	-	Billed on a per-use basis. Maximum \$10/month.
Permanent Caller ID Block (p.19)	online	* 8 2	On a monthly basis
Call Screen (p.16) Phone Number Blocking Anonymous Call Rejection	* 6 0 or online * 7 7 or online	- * 8 7	On a monthly basis

1.2 DESCRIPTION OF OPTIONAL FEATURES

1.2.1 VOICEMAIL

With Voicemail, your calls are directed to your Videotron voice mailbox when you are on the phone or unable to take a call. What’s more, you can access your messages from any telephone.

A. OVERVIEW OF VOICEMAIL



1.2.1 VOICEMAIL (CONTINUED)

B. FEATURE INITIALIZATION

When Voicemail is activated, it records your messages. You must initialize your voice mailbox the first time you access it. The automated Voicemail system will first ask you for your temporary password, which **will be the last four digits of your telephone number, followed by 99.**

For example, if your telephone number is 514-281-1711, your temporary password will be 171199.

The system will then prompt you to:

- Choose your permanent password
- Record your name in order to personalize your voice mailbox
- Record a personal greeting message, if you wish

When you have unplayed messages, you'll hear a series of quick beeps when you pick up the handset or the indicator light will be blinking (on telephones equipped with an indicator light).

TIPS AND TRICKS

TO AVOID DIALING THE PASSWORD EACH TIME

Program a speed dial with ***98** P [password] P, where P = a pause.

TO SKIP THE GREETING MESSAGE WHEN YOU CALL ANOTHER SERVICE SUBSCRIBER

Press **#** at the start of the greeting message, and leave your message after the tone.

TO CANCEL THE MESSAGE YOU ARE RECORDING

Press ******.

TO FIND OUT WHO LEFT A MESSAGE AND WHEN

Press **5** while listening or at the end of the message.

TO DELETE THE MESSAGE YOU ARE LISTENING TO

Dial **77** to delete the message you are listening to. You will automatically go to the next message.

TO AVOID BEING DISTURBED

Send all your calls to Voicemail by dialing ***94**, then **0** (zero). To reactivate your telephone service, dial ***94** again, then **4** for 4 rings. The default setting is four (4) rings.

1.2.1 VOICEMAIL (CONTINUED)

C. CUSTOMIZING YOUR VOICEMAIL

TO CHANGE YOUR GREETING MESSAGE

Dial ***98**, then your password.
Follow the instructions according to this sequence:
4 - **3** - **1** - **2** - record - **#**.

TO CHANGE YOUR RECORDED NAME

Dial ***98**, then your password.
Follow the instructions according to this sequence:
4 - **3** - **3** - **2** - new name - **#**.

TO CHANGE YOUR PASSWORD

Dial ***98**, then your password.
Follow the instructions according to this sequence:
4 - **2** - **1** - new password - **#**.

TO CHANGE VOICEMAIL RESPONSE TIME

Dial ***94**. Wait for the dial tone and enter the desired number of rings (from 0 to 9) before the system answers the call. Two beeps followed by the dial tone will confirm the change. The default setting is four (4) rings.

If you choose zero (0) rings, all calls will be immediately forwarded to your voice mailbox without your telephone ringing even once. Great for when you want to take a nap!

TO TEMPORARILY DISABLE THE VOICEMAIL

Dial ***93**. After two beeps, hang up.

TO REACTIVATE THE VOICEMAIL

Dial ***92**. After two beeps, hang up.

TO DISABLE VOICEMAIL SO THAT CALLERS HEAR A BUSY SIGNAL WHILE YOU ARE ON THE PHONE

Dial ***91**. After two beeps, hang up.
To reactivate Voicemail,
dial ***90**.
After two beeps, hang up.

1.2.1 VOICEMAIL (CONTINUED)

D. ACCESSING YOUR VOICEMAIL

FROM HOME	Dial ★ 9 8 , then enter your password.
AWAY FROM HOME	Dial your telephone number. Press 1 as soon as you hear your greeting message, then follow the instructions.
WHEN AWAY FROM HOME WITHOUT MAKING YOUR TELEPHONE RING	Dial your Voicemail access number and follow the instructions. Then dial your 10-digit telephone number and enter your password.

VIEW THE LIST OF REMOTE ACCESS NUMBERS ON THE OPPOSITE PAGE
OR GO TO **videotron.com/support/access-voicemail-messages**.

E. VOICEMAILS BY EMAIL

This feature allows you to receive your voicemails by email. The messages left in your voice mailbox will also be forwarded to your Videotron mailbox in the form of audio attachments (.wav). Simply open the attachment to hear the message as you would on the phone. To use this feature, you must be subscribed to Videotron’s Voicemail service and Videotron’s residential Internet service.

To activate this feature, dial 1-888-433-6876.

1.2.1 VOICEMAIL (CONTINUED)

F. REMOTE ACCESS NUMBERS

REGION	ACCESS NUMBER
Alma	418-212-6666
Drummondville	819-390-6666
Escoumins	581-322-6667
Gatineau	819-503-6666
Granby	450-574-6666
Haute Rive	581-642-6667
Joliette	450-960-6666
La Guadeloupe	418-519-6666
La Malbaie	418-620-6666
Maniwaki	819-892-6666
Mont-Laurier	819-203-6666
Montmagny	418-206-6666
Montréal	514-380-6666
Québec	418-380-6666
Rivière-du-Loup	418-292-6666
Saguenay	418-612-6666
Saint-Félicien	418-307-6666
Saint-Hyacinthe	450-484-6666
Saint-Jérôme	450-553-6666
Saint-Roch-des-Aulnaies	418-919-6666
Saint-Tite	418-716-6666
Saint-Jean-sur-Richelieu	450-515-6666
Sherbrooke	819-575-6666
Sorel	450-551-6666
Tadoussac	418-980-6666
Thetford Mines	418-305-6666
Trois-Rivières	819-601-6666
Valleyfield	450-854-6666
Victoriaville	819-980-6666

1.2.2 VOICEMAIL PLUS

Voicemail Plus gives you greater message storage capacity (50 ten-minute messages) and allows you to screen incoming calls, to access your voicemail free of charge from anywhere in Canada and the United States, and to send messages to a list of contacts.

A. CALL SCREENING

This feature lets you listen to a message as it comes in and answer the call or not. When a call is directed to voicemail, you have 10 seconds to pick up the phone and listen to the message the caller is leaving. If you want to take the call, simply press the **FLASH** button, the **LINK** button or your phone's receiver. You can then establish communication with the caller and interrupt the recording of their message. If you do not want to take the call, simply hang up.

B. SENDING MESSAGES TO A LIST OF CONTACTS

You can send a message to a specific list of contacts. It will be simultaneously sent to all your contacts' voice mailboxes without their telephone ringing. You can create up to three lists with a maximum of 10 contacts in each. These contacts must be subscribed to Videotron's Voicemail service. To create a list of contacts, access your voice mailbox and select **4** from the main menu. Follow the instructions. To send a message to an existing list, access your voicemail and select **2** from the main menu. Follow the instructions and enter the number of the desired list. Every contact in the selected list will receive your message.

C. ACCESSING VOICEMAIL PLUS

Access your voicemail free of charge from anywhere in Canada or the United States. Simply call 1-888-666-5557 and follow the instructions. Then enter your 10-digit telephone number and password.

1.2.3 CALL DISPLAY

Call Display allows you to see the telephone number and name of the person trying to reach you before you answer the call.

Call Display requires a telephone with a display screen.

If "Confidential name" or "Confidential number" appears on the display screen, this means the caller has intentionally blocked the display of his or her name or number.

In the case of calls made from public or company phones, operator-assisted calls, or calls originating from overseas or from certain networks or cell phones, the name or number may not display correctly.

Also, if you activate the Call Forwarding option (to forward your calls to another number), calls made to that phone will not be displayed on the screen of your device.

1.2.4 TV CALLER ID

See who’s calling on your TV screen even before the phone starts to ring (name and number display when information is available).

What’s more, you can access a log of past calls and manage your illico Caller ID options on channel 902. To enjoy this optional feature, your subscription must include the Caller ID option and illico Digital TV, and you must have a compatible digital terminal.

To activate this feature, call 1-888-433-6876.

1.2.5 CALL WAITING

The Call Waiting feature lets you know when another person is trying to reach you when you are already on the phone. A brief tone alerts you to another incoming call when the line is busy.

If you want to answer a call while you are already on the phone, you have three options:

END THE CURRENT CONVERSATION	Quickly end your conversation and hang up. Your telephone will immediately ring and you can take the incoming call.
PUT THE CURRENT CONVERSATION ON HOLD TO TAKE THE SECOND CALL	Press the receiver or the LINK or FLASH button. You will then be able to speak with your second caller. Each time you press the receiver button or the LINK or FLASH button, you will alternate between calls. If you hang up to end one of the conversations, your phone will ring and you can continue to speak with the caller you put on hold.
IGNORE THE INCOMING CALL	If you are a subscriber to Videotron’s Voicemail service, the call will be transferred to your voice mailbox.

1.2.5 CALL WAITING (CONTINUED)

NOTE

- Visual Call Waiting is available free on request if you are subscribed to Call Display and Call Waiting.
- If you answer the incoming call too late and the caller has hung up, just hang up and the line will ring immediately. You will then be able to continue your conversation.
- Call Waiting allows you to easily recognize incoming long-distance calls, due to a specific ring tone or alert tone if you are already on the phone.
- This optional feature does not work with Three-Way Calling. Calls received during a conference call will be redirected to your Voicemail. If you do not have this feature, the person trying to reach you will hear a busy signal.

TO DISABLE CALL WAITING

In some situations, you may want to prevent your conversation from being interrupted by another call.

TO TEMPORARILY DISABLE THE FEATURE BEFORE MAKING A CALL

- Pick up the handset and dial ***70**. You will hear two short tones followed by one continuous tone.
- Make your call.
- Hang up. The Call Waiting feature will automatically be reactivated.

TO TEMPORARILY DISABLE CALL WAITING DURING A CALL

You can temporarily disable the Call Waiting feature when you are already on the phone. To do so, simply obtain a dial tone by pressing the receiver or the **LINK** or **FLASH** button, then dial ***70**. Return to your conversation by pressing the receiver or the **LINK** or **FLASH** button again.

1.2.6 VISUAL CALL WAITING

When you are already on the phone, the Visual Call Waiting feature lets you see, on the screen of your phone, the name and number of the person trying to reach you. This feature combines the Call Display and Call Waiting options.




Your telephone must be compatible with the Visual Call Waiting feature. The procedure for temporarily disabling this feature before a conversation is the same as for the Call Waiting option.

If your telephone is not compatible with this feature, you will hear a high-pitched sound each time there is an incoming call while you are already on the phone.




1.2.7 CALL FORWARDING

Are you often away and hard to reach? With Call Forwarding, you can have your calls automatically forwarded to your cell phone, pager, or any other valid phone number of your choice.

TO ACTIVATE CALL FORWARDING

- Pick up the handset and dial   .
- Dial the telephone number* to which your calls are to be forwarded.
- If someone answers, stay on the line at least five seconds so that the feature can be activated.




IF THE LINE IS BUSY OR THERE IS NO ANSWER

- Pick up the handset and dial    again.
- Dial the telephone number* to which you want your calls forwarded.
- You will hear two confirmation beeps.
- Hang up. Call Forwarding is now activated.

TO CONFIRM THAT CALL FORWARDING IS ACTIVATED

- Dial   . If you hear a busy signal, Call Forwarding is activated.

TO DISABLEE CALL FORWARDING

- Pick up the handset, wait for the dial tone, and dial   .
- Two beeps will confirm that Call Forwarding has been disabled.
- Hang up.

NOTE

- If someone tries to call you while Call Forwarding is activated, your telephone will ring briefly to remind you that the feature is in operation.
- You can make outgoing calls but you cannot receive any calls.
- When Call Forwarding is activated, your Voicemail will stop taking calls.
- If you forward your calls to a telephone number outside your local calling area, you can request that all calls that are answered be billed at the usual long-distance rates you pay under your long-distance plan.
- This feature must be activated from your telephone line or online via our Customer Centre.

* Calls cannot be forwarded to an overseas number.

1.2.8 THREE-WAY CALLING

This feature allows you to have a telephone conversation with two people at the same time, no matter where they are.

TO ACTIVATE THREE-WAY CALLING

- When you are speaking on the phone with someone, ask them to hold.
- Briefly press the receiver button or the **LINK** or **FLASH** button.
- Wait for the dial tone, then dial *** 7 1**, followed by the third person's number.
- When the third party answers, you will be in one-on-one communication with them.
- Press the receiver button or the **LINK** or **FLASH** button again to establish three-way communication.
- If the third party does not answer, briefly press the receiver button or the **LINK** or **FLASH** button twice to return to your initial caller.
- If you wish to end the conversation with the third person only, ask the person to hang up or press the receiver or the **FLASH** or **LINK** button on your telephone again.

NOTE

- With the exception of the person who initiated the call, the parties in the three-way call may hang up at any time without interrupting the communication. If the person who initiated the call hangs up, this ends the Three-way Call.
- Using Three-Way Calling cancels Call Waiting and Visual Call Waiting during the conversation. These features will be restored as soon as the Three-way Call ends.
- Long-distance charges may apply to Three-Way Calls made to parties outside your local calling zone, as would be the case if you were to call them directly.

1.2.9 PERSONALIZED RINGTONE

With the Personalized Ringtone option, you can add a number to your residential service and have a distinct ringtone for each of your numbers. This is a practical way to distinguish between calls to different members of your household or identify incoming faxes.

Specific note regarding fax machines

For the Personalized Ringtone feature to work with a fax machine, the fax machine must be programmed to automatically respond to the corresponding ringtone.








If the main number for this line is equipped with Voicemail, our Customer Service representatives can disable Call Forwarding to the voice mailbox for the personalized ringtone number to prevent incoming faxes from reaching the Voicemail. Likewise, Call Waiting will be disabled for the fax number so as not to interfere with fax transmissions. If the line is equipped with Call Waiting, you must also disable the Personalized Ringtone feature for long-distance calls to prevent conflicts with the fax machine. For more information, contact Technical Support at **1-877-380-2611**.

The Personalized Ringtone feature is the most economical way to automatically receive faxes. However, when a fax transmission is under way, it is impossible to make or receive other calls.

1.2.10 LAST CALL RETURN

This feature lets you obtain and automatically redial the number of the last person who called.

TO USE LAST CALL RETURN

- To find out the number of the last caller, dial   .
- You will hear a message that gives you the number of the last caller. Press  to redial this number.
- If the line is busy, you will hear a message offering to monitor the line for 30 minutes and let you know when it is free. As soon as the line becomes free, you will hear a distinctive ringtone. You just need to pick up the handset and the system will automatically dial the number.
- To cancel Last Call Return, pick up the handset and dial   . You will hear a message confirming that the feature has been disabled.









NOTE

- If you have requested more than one last caller's number, the feature will alert you when each one of the lines becomes free. Unless you subscribe to Call Display, you will not know which of your callers' lines is free because redialing is automatic.

1.2.11 BUSY CALL RETURN











Busy Call Return automatically calls back a busy line for 30 minutes. As soon as the line becomes free, you will hear a distinctive ringtone.

TO USE BUSY CALL RETURN







- If you hear a busy signal after dialing a number, hang up.
- Pick up the handset, dial   , and hang up again. The line will be monitored for the next 30 minutes.
- As soon as the line becomes free, you will hear a distinctive ringtone. Pick up the handset and the system will automatically dial the number for you.
- To cancel Busy Call Return, pick up the handset and dial   . A message will confirm that the feature has been disabled.

1.2.12 CALL SCREEN

A. PHONE NUMBER BLOCKING

This feature allows you to block incoming calls from unwanted callers. You may block up to 30 phone numbers. If you know the number of the caller you would like to block, dial    or visit our Customer Centre online. If you receive a call from an unknown or anonymous caller, dial        after the call.

B. ANONYMOUS CALL REJECTION

This feature allows you to reject calls from callers who have withheld their name and phone number. The caller will hear a recorded message, but your phone will not ring. To activate this feature, dial    or visit our Customer Centre online. To disable it, dial    or visit our Customer Centre online.

1.2.13 PRIVACY

The Privacy feature allows you to prevent your name and/or number from being published in the phone directory, and your name and number from showing up on the Caller ID displays of parties you are calling. For more information, see sections “3.1 Directory listing” (p. 19) and “3.2 Permanent Caller ID Block” (p. 19).

To activate this feature, dial **1-888-433-6876**.

2 OUR LONG-DISTANCE SERVICES

2.1 LONG-DISTANCE SERVICES



As a residential telephone service customer, enjoy free and unlimited local and long-distance calls with all other Videotron residential and mobile customers. You can also combine our long-distance services and your local service from Videotron. If you wish, you can choose a different long-distance service provider, in which case you will no longer be entitled to free and unlimited long-distance calls to other Videotron customers.

2.2 OVERSEAS CALLS

You can make overseas calls from your Videotron telephone line. You will find the access codes and rates at **videotron.com/telephony/price-rates**. You can also contact Customer Service for all the details.

DIALING OVERSEAS CALLS

Dial **0 1 1** + the country code + the area code + the telephone number you wish to reach.

(e.g. **0 1 1** + **3 3** + **4** + **5 5 5** - **5 5 5 5**)

Videotron offers great rates on international calling plans.

For more information, contact Customer Service at **1-888-433-6876**.

2.3 CALLING CARD

The Calling Card is a service that allows you to make calls from Canada and the United States to anywhere in the world*, and from any phone, and have them charged to your telephone account.

Please note that if you have a Global Calling plan, you enjoy the same great rates as you do at home, no matter where you call from!

- To make a call, first dial **1-888-666-5557 toll-free** to access the Videotron network.

If you subscribe to Voicemail Plus, you can also check your messages by calling **1-888-666-5557** toll-free.

NOTE

You can change your PIN as many times as you like by following the access number menu options.

Information on current Calling Card rates is available at **videotron.com/telephony/calling-card**. Contact Customer Service to order your Calling Card.

*You cannot use your Calling Card overseas.

3 PRIVACY MANAGEMENT

3.1 DIRECTORY LISTING

If you requested a listing in your local telephone directory, your name and number will appear as usual. The information you provided when you subscribed will be listed. This information will be made available via the 411 directory assistance service and online telephone directories, depending on how often they are updated.

Each Videotron residential line subscription includes a free basic listing in your directory's White Pages. Other types of directory listings are also available (e.g. extra listing or unlisted). To find out more, contact Customer Service at **1-888-433-6876**.

TO PROTECT YOUR PRIVACY

You can block the display of your name and/or your phone number for all calls you make. Contact Customer Service for more information.

You can also register an abbreviated first name in the directory, while choosing to display your full first name when you make outgoing calls. For example:

Directory: Smith B

Call Display: BOB SMITH

3.2 PERMANENT CALLER ID BLOCK

Permanent Caller ID Block allows you to permanently prevent your name and/or number from showing up on the display of people you call. To activate this feature, visit our Customer Centre:

videotron.com/client/residential/Customer-Centre.

To disable this feature for a call, dial ***82** then dial the number of the person you are trying to reach. Your name and number will then appear on the display of the person you are calling for that call alone.

3.3 CALL DISPLAY BLOCKING *67

This feature allows you to prevent the person you are calling from seeing both your name and your number on their display.

TO ACTIVATE THE CALL DISPLAY BLOCKING FEATURE

- Pick up and dial *67, followed by the telephone number you wish to call.
- The call recipient will see “Confidential name, confidential number” displayed.

THIS FEATURE IS FREE.

3.4 CALL TRACE *57

If you receive unwanted calls, you can have the caller’s number traced by using Call Trace.

TO ACTIVATE CALL TRACE

- Hang up after receiving the call.
- Pick up the handset and wait for the dial tone.
- Dial *57, and wait for the voice message indicating that the call has been traced.

This feature enables you to trace only the last incoming call. It even works for calls whose display was blocked at the caller’s request.

Videotron only discloses information supplied by Call Trace to the proper authorities. Please contact your local police department and indicate the date and time of the traced call.

CHARGES APPLY EVERY TIME YOU USE THIS SERVICE (WHETHER OR NOT YOU CALL THE POLICE).

4 OUR ASSISTANCE SERVICES

4.1 EMERGENCY SERVICES 9 1 1

To contact emergency services (fire department, police, ambulance), dial 9 1 1.

Videotron's telephone service provides information to 911 emergency services by transmitting your contact information—name, address, and telephone number—to the emergency centre serving your area.

It is essential that you call us if you move your modem to another address, since this may compromise 911 emergency services and, as a result, you and your family's safety.

4.2 DIRECTORY ASSISTANCE 4 1 1

To find a telephone number in Canada, the United States, or elsewhere in the world, you can call our directory assistance service. Your account will be charged on a per-use basis.

For directory assistance, dial 4 1 1.

4.3 OPERATOR ASSISTANCE 0

If you need help to place a call, our operators can assist you, 24 hours a day, 7 days a week. Just dial 0.

Several features are available, including person-to-person calls, third-party billing, and assisted calls. Charges apply. Note that operator-assisted calls cost more than direct-dialed long-distance calls.

4.4 RELAY SERVICE FOR THE HEARING- OR SPEECH-IMPAIRED 711

A. BY TELEPHONE (711)

This service provides assistance to customers who use a telecommunications device for the deaf (TDD), a teletypewriter, or other type of specialized device to place or receive calls.

A hearing person who wishes to contact someone who is hearing- or speech-impaired via the relay service can do so by dialing the toll-free number **1-855-888-8080**. There is no charge for local calls.

For more information, visit **videotron.com/accessibility**.

B. ONLINE

This service allows you to make or receive calls relayed as text using your personal computer or mobile device. To subscribe to this service, you need to fill out the form available at **videotron.com/iprelay**.

5 INSTALLATION AND CAUTION

5.1 MAINTENANCE PLAN

Your home's inside telephone wiring isn't immune to wear and tear, accidents or damage. Home telephone wiring is the responsibility of the homeowner. But peace of mind can be yours if you subscribe to our monthly Inside Telephony Wiring Maintenance Plan* (which covers telephone jacks). In the event of damage, our technicians will repair the wiring free of charge.

For more information, contact Customer Service or visit videotron.com/telephony/maintenance-plan.

5.2 CAUTION – ALARM SYSTEM

Your Videotron telephone service has been installed in accordance with strict standards by a professional technician who has received specific training. Our technician has verified the quality of the wiring, splitters, signal levels, telephone connections and, where necessary, has ensured that your alarm system is properly hooked up. Do not try to make any changes to your installation.

Please contact Customer Service at **1-888-433-6876** if you wish to make changes to your telephone installation.

*Charges apply. Certain conditions apply.

6 MULTI-FUNCTION CABLE MODEM

6.1 GENERAL DESCRIPTION

The multi-function cable modem is an essential component of your telephone service. It can accommodate two separate telephone lines in addition to cable Internet access. Do not disconnect the power or telephone jack as this could interrupt your telephone service. The modem is equipped with a battery to ensure continued telephone service in case of power failure, depending on the extent of use of the telephone line.

6.2 FRONT PANEL*

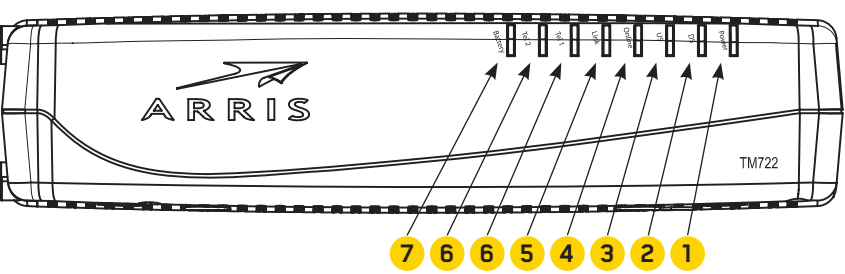


FIG. 1
Description of the indicator lights in normal operating mode (Fig. 1). The Power, DS, US, Online, and Telephone 1 lights (as well as the Telephone 2 light, if you have two (2) lines) must be on.

- | | |
|---|--|
| 1 POWER
(Power supply) | Indicates that the modem is powered by an electrical source. This indicator light flashes during a power outage. |
| 2 DS
(Downstream data transfer) | This indicator light flashes when the modem is not receiving a signal from the Videotron network. |
| 3 US
(Upstream data transfer) | This light flashes when the modem is unable to transmit a signal to the Videotron network. |
| 4 ONLINE
(Internet connection) | This light indicates that the modem is connected to the Videotron network. |
| 5 LINK
(Computer hook-up) | This light flashes when a device connects to the Internet via the modem. |
| 6 TELEPHONE 1 OR TEL 1 | This light indicates that telephone line 1 or 2 is properly set-up in regard to the modem. This light flashes when the telephone is picked up. |
| 7 BATTERY | This light indicates that the battery is inserted, functional and charged. |

*Your multi-function cable modem may be different than the one shown in this guide.

6.3 REAR PANEL*

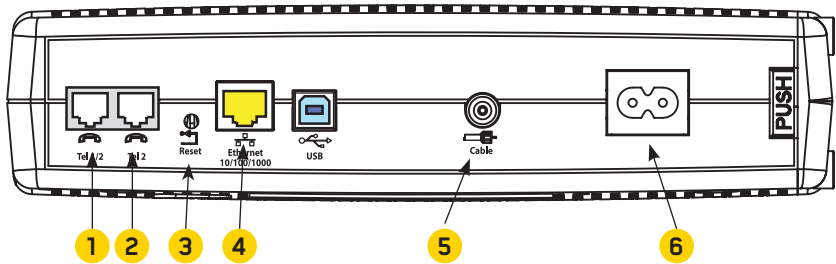


FIG. 2

The multi-function cable modem includes the connections required to connect it to two separate telephone lines, a computer or router for Internet service (using an Ethernet or USB cable), a power source, and the Videotron cable.

	Description
1 PHONE LINE CONNECTION NO. 1	Main telephone line connection.
2 PHONE LINE CONNECTION NO. 2	Second telephone line connection.
3 RESET	Resets the multi-function cable modem.
4 ETHERNET CONNECTION	Connection for Internet service to the computer with an Ethernet cable.
5 COAXIAL CONNECTION	Coaxial cable connection.
6 POWER INPUT	Power source entry.

6.4 POWER OUTAGE

In the event of a power outage, the battery takes over to supply the modem with electricity. Data transfer via the Internet is automatically interrupted by the modem to save the battery for telephone use.

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7 TROUBLESHOOTING

QUESTION 1

I don't hear a dial tone when I lift the receiver. What should I do?

If, in addition to your telephone, your cable television or cable Internet are not working, please contact Technical Support at **1-877-380-2611**.

If your cable television and cable Internet are working properly, you should easily be able to identify the problem by following these instructions:

STEP 1

If you use a cordless telephone, make sure that the base is plugged in and the handset is charged. Check your dial tone. If the problem persists, go to the next step.

STEP 2

Make sure that your cable modem is on (the "Power" indicator light is on and not blinking). If not:

- Check that the modem power cord is securely plugged into the modem and the electrical outlet is functional (is there a switch?).

NOTE: If your modem is running on battery power during a power outage, only the "Power" (flashing) and "Tel" (stable) indicators will be lit, but your line will still be working. The battery will ensure telephone service depending on use. Check your dial tone. If the problem persists, go to the next step.

STEP 3

Is the "Online" indicator light on? If not:

- Reinitialize your modem by pressing lightly on the recessed "RESET" button located at the back of the modem with a pointy object (such as a paperclip or pen tip) for five seconds.
- Wait until the Power, DS, and US indicator lights are lit and green.
- Check your dial tone again. If the problem persists, go to the next step.

STEP 4

Make sure that the “Telephone 1” (or 2, if you have a second line) indicator light is lit and stable. If it is flashing, this means that your handset is off the hook.

Check your dial tone again. If the problem persists, go to the next step.

STEP 5

Connect a telephone directly to your modem.

Disconnect the cable connecting your telephone wall jack to the modem. Plug a corded telephone directly into the modem in the “TEL 1/2” port at the back of the modem (the same one previously connected to the wall jack).

Check the dial tone.

- **If the dial tone is restored**, reconnect the telephone cable from the telephone wall jack to the “TEL 1/2” port. If the dial tone disappears again, then the problem may be related to your inside telephone wiring, which is your responsibility.

Contact one of our Customer Service representatives at **1-877-380-2611**. Please note that charges may apply if a technician makes a service call to your home.

- **If the dial tone still doesn’t work**, test with another telephone in case the first one is defective or incompatible with the system.

If after following these steps the problem still persists, please contact one of our Customer Service representatives at **1-877-380-2611**.

QUESTION 2

The line cuts sometimes when I am on the telephone. What should I do?

First, determine the root of the problem. Is it the telephone? The jack? The telephone cable? The modem? The network? Refer to Question 1 to determine the root of the problem.

You may also contact one of our Technical Support representatives at 1-877-380-2611. Please note that Videotron’s liability does not extend to the telephone jack for the modem; the latter is the customer’s responsibility.

For better peace of mind, ask about Videotron’s Telephony Wiring Maintenance Plan. **To activate this service, call 1-888-433-6876.**

QUESTION 3

I hear static or noise on my line. What should I do?

First, determine the root of the problem. Is it the telephone? The jack? The telephone cable? The modem? Or the network? Refer to Question 1 to determine the root of the problem.

Here are some other potential problems identified by our Technical Support agents.

- If it is **background noise** that increases over the course of the telephone conversation, it may be due to inside telephone wiring problems such as corrosion, wires touching, a pin in the wiring or an intermittent short circuit. The problem could get worse and lead to a permanent short circuit. Have your inside telephone wiring checked and make the necessary modifications.
- If it is **electrical noise**, the electrical outlet powering your modem may be the root of the problem. Disconnect the modem from the outlet, so that it is now relying on battery power. If the noise disappears, simply plug your modem into another outlet. If the problem persists, please contact one of our Technical Support agents at 1-877-380-2611.

Also, be sure to turn off or move any electrical appliances that may cause interference if placed near your modem or telephones. These include wireless routers, microwave ovens, and cordless telephones.

QUESTION 4

I hear music or other voices on my line. What should I do?

With a cordless telephone

The frequencies used by some telephones are public. Many devices (wireless routers, CB radios, etc.) transmit over the same frequencies. Your neighbors may be using a cordless telephone on the same frequency as you. A shared frequency may be causing the musical or voice interference on your telephone line.

Try changing the frequency channel on your cordless telephone. If you do not know how to do this, refer to the user's manual. It is unlikely that this will correct the problem completely. If it doesn't, try using a corded telephone.

With a corded telephone

Check if the problem is occurring with all phones or jacks, or with just one phone or one jack.

- If the problem is occurring **with just one jack**, the jack is probably defective.
- If the problem is occurring **with just one telephone**, the phone or its jack may be defective.
- If the problem is occurring **with all phones or jacks**, connect a corded telephone directly to the modem.

If using a corded telephone resolves the problem, check your inside telephone wiring. If not, please contact one of our Technical Support agents at 1-877-380-2611. Make sure you have on-hand the information relating to the interference you have experienced, including the dates and times when it occurred, and the phone numbers of the people you were speaking to.

QUESTION 5

I hear an echo on my line, but the person I am talking to doesn't. What should I do?

Check if the problem is occurring on all of your telephones.

- If the problem is occurring on only one telephone, it is possible that the volume is too high.
Lower it and see if the problem persists.
- If the problem is occurring on all of your telephones, or persists after you've lowered the volume, please contact one of our Technical Support agents at **1-877-380-2611**.

QUESTION 6

When someone calls me and I am already on the line, they get a busy signal instead of my voicemail. What should I do?

Your voicemail feature has probably been disabled.

- To reactivate the Call Forward - Busy to Voicemail feature, dial ***90**. When you hear the dial tone, hang up.
- To disable your the Call Forward - Busy to Voicemail feature, dial ***91**. When you hear the dial tone, hang up.

If the problem persists, please contact one of our Technical Support agents at **1-877-380-2611**.

QUESTION 7

One of my telephone jacks doesn't work. What should I do?

- If only one of your jacks doesn't work, try connecting another telephone or telephone cable to see if the problem is due to your telephone or the jack. Please note that the telephone wiring inside your home is your responsibility.
- Have the jack checked, or contact one of our Technical Support agents at 1-877-380-2611 to make an appointment with a technician.

Please note that additional charges may apply if a technician makes a service call to your home.

**IF YOU HAVE ANY OTHER QUESTIONS, PLEASE CONTACT US
TOLL-FREE AT 1-888-433-6876.**